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# **EVALUATING RECRUITMENT SYSTEM AND SELECTION TOOLS IN OQ COMPANY**

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## **ABSTRACT**

Recently, the selection and appointment process is critical to all organizations, candidates, and employees. Therefore companies are obligated to take the necessary actions in the appropriate process to achieve their goals. It also leads to better recruitment and selection processes to improve organizational outcomes. This study explores the various aspects of recruitment systems and selection tools at OQ Oman. This study presents several aspects targeting employees through recruitment, as it studies the objectives of the research and analyzes the required data. Through the results obtained through the research. Recruitment and selection have a fundamental relationship with the growth of the company. The researcher also obtained the desired results positively. The researcher collected 51 responses from the company's employees to conclude the research problem that wants to discuss. On the other hand, the company also has recruitment methods and selection tools that differentiate it from other companies in Oman. The researcher added some future recommendations that the company is expected to take and improve. In future research, the researcher aspires to have a larger sample size and to write the research in sufficient time to draw

conclusions and address the problem in an appropriate and clear manner. It also includes more topics in recruitment and selection.

### **Background of the Study.**

Recruitment is a major responsibility of the human resources department. It is the process of attracting qualified candidates for that job. As for selection, it is the process of selecting the right candidate. According to Tutor2u (2021), recruitment and selection are interrelated processes, which identify and advertise the needs of the company promptly. The recruitment and selection process realizes the importance of the need for an individual who contributes and is commensurate with the requirements of the job. Recruitment and selection procedures can take a long time, in order to reduce employee turnover and find an applicant who not only meets the requirements of the job but matches the company's core values.

Through this research, the researcher realizes the importance of the recruitment and selection system for all organizations around the world. But the researcher seeks to find ways to increase awareness of this problem. There are many systems for recruitment and selection tools through Internet articles, and the researcher aspires to find the appropriate systems for OQ

Oman. Moreover, the study will allow the managers of OQ Oman to know the recruitment systems and selection tools that they should follow in order to satisfy applicants and employees within the company and also increase work efficiency in the workplace. The researcher is interested in researching the topic of recruitment systems and selection tools to increase knowledge and acquire enough of it to enhance the ability to write several articles on the relationship between recruitment systems and selection tools in companies.

### **Statement of the Research Problem.**

Nowadays, there are many problems related to recruitment and selection. Especially faced by graduates after graduating from colleges and universities. There are also a lot of people who are not satisfied with the systems used in hiring applicants, which is important for all companies to focus on.

OQ Oman needs to know that recruitment systems and selection tools are the main drivers of the success of the organization, and they are the ones that reduce the company's reputation positively or negatively. Many laws affect the hiring process, particularly in the area of selecting

the right talent in an OQ company. These days, many people are having a hard time getting a job. There are also some problems with how applicants accept the required position at OQ.

### **Aims and Objectives of the Study.**

#### **Aims.**

This paper aims to study the recruitment system and selection tools that are taken in OQ Oman Company and the impact of those systems on the company. Suggest some solutions that may help the human resources department in the future, which will enhance the appropriate selection of each job in the workplace. Moreover, to ensure fair legal bases are taken in the recruitment and selection policy of applicants for a job in the company.

#### **Objectives.**

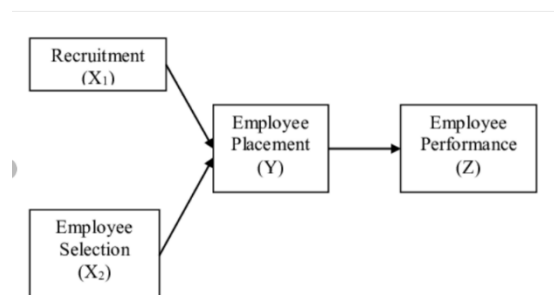
- To analyze the importance of having diversity in OQ company.
- To ensure the selection and recruitment process is fair and effective in the OQ Company.
- To attract and engage top talent and quality in recruitment and selection in the OQ Company.

- To improve potential solutions for OQ company in recruitment and selection.

## Literature Review.

### **Recruitment and selection.**

William et al defined in their article " The Encyclopedia of Human Resource Management: Short Entries: chapter 74, Recruitment and Selection" (2012), Recruitment and selection are the main centers of human resources, and each of these two jobs is related to the other, but each of them is separate from the other at the same time, in the end, they determine the quality of recruitment and selection of employees in the institution. Recruitment is a strategy for creating a group of candidates from which a suitable applicant can be selected. In the recruitment process, first



must be determined the capabilities, skills, quality, and basic expertise required, to select the best applicant for the position. The researcher agrees with what the writers

mentioned in their article, that recruitment and selection are related to each other, that is, one is not correct without the other, but they are two processes that are not similar in the job. So recruitment is the way to find the required applicant, and selection is biased toward the best applicant for the position. Moreover, Lepistö et al (2018), mention in the article "Understanding the recruitment and selection processes of management accountants: An explorative study", one of the primary goals of management is to carry out the recruitment and selection process. Indeed, the success of any business is heavily reliant on the caliber of its employees. Recruiting employees with the right skills can add value to a company, and hiring workers at a wage or salary that the company can afford will cut costs. Employees should be carefully selected, managed, and retained like any other resource. The researcher agrees with the writer in his report, as the correct choice is the reputation for the efficiency of the company, and the cost is reduced by choosing the best for that job.

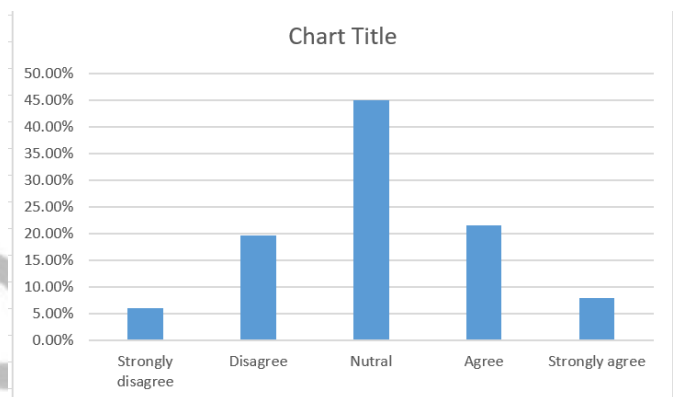
Figure 2.2.1: Recruitment and selection.

The significance of the candidate selection process is that this process will result in employees who meet the prescribed qualifications to achieve performance in these new employees.

### **The importance of having diversity in the company.**

The author stated that diversity in companies is important as it is no longer an option for management but has become very necessary to operate at this time. Moreover, Miller (2002) argues that diversity should be harnessed and asserted that simply adopting these practices will move companies forward and help organizations achieve and maintain high performance (Sposato et al, 2015). The researcher agrees with the authors' research in their article, as diversity is very important at this time, and it is certain that all institutions should take this measure to ensure their continued success and maintain their performance. According to researcher Valenzuela et al (2020), ethnic diversity leads to the growth of positive relationships in the workplace, organizational diversity is related to the quality of the relationship with co-workers from different cultures in the workplace. One of the most important processes of

diversity is expanding the circle of job candidates so that it contributes to making more objective hiring decisions based mainly on the candidate's skills. The presence of employees in the same company of different nationalities and social and cultural backgrounds greatly affects the company's image. Also, when a group of employees with different perspectives and



ways of thinking learn about a specific problem, they will be able to reach innovative non-traditional solutions that open the doors to creativity and innovation. The researcher strongly agrees with the author, meaning that diversity in the work environment means acceptance, understanding, and respect for all the differences that exist between the employees of the same company, and social life from different cultures leads to innovation most of the time. Moreover, to ensure inclusion in the company, diversity in companies must be intensified. As well as equal opportunities for diversity, an alternative

equal opportunity policy is necessary to intensify diversity. This is due to the diverse cultural awareness at work. Diversity strategies foster a strong relationship in employee well-being, but at the same time weaken compensation and increase employee sentiment. As for the coexistence of employees, it is more likely that employees respond to coexistence with changes in the workplace regarding foreign diversity (Agbontaen, 2019). The researcher agrees with the writer, that diversity leads to coexistence and a positive relationship between individuals from different cultures, but sometimes problems may be generated due to the inability of foreigners to fit in with the work environment.

### Data Analysis.

1- This company is committed to improving the diversity of employees?

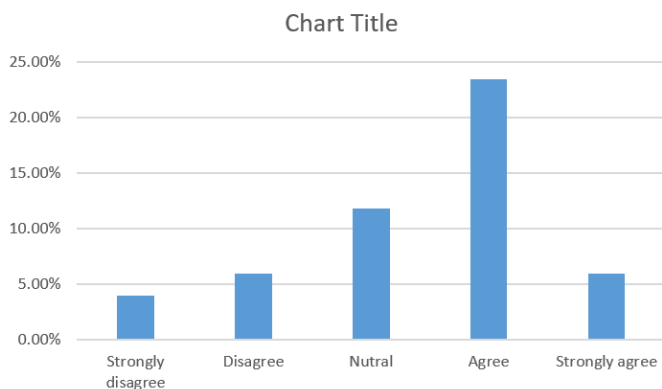


Figure 4.13: this company is committed to improving the diversity of employees?

Commitment to continuously improving diversity has great benefits and advantages for the growth of the company. Through the above figure, the researcher obtained the highest response with a percentage of 45.1% neutral on the company's commitment to improving the diversity of employees in the company. And the lowest percentage 7.8% strongly agrees with the company's commitment to improving employee diversity. It is clear that there is a recognized percentage of OQ's commitment to improving and developing the diversity of employees at work, which is to improve the company's reputation through development and keeping pace with internal and external changes, as is the case with employee diversity (Agbontaen, 2019).

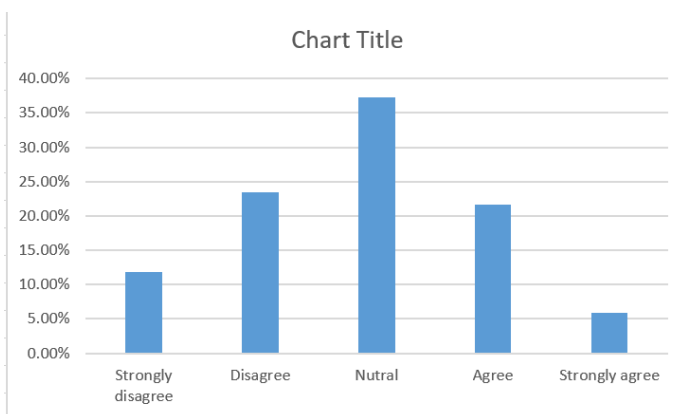
2- Does the organization clearly define the position objectives, requirements, and candidate specifications in the recruitment process?

Figure 4.16: does the organization clearly define the position objectives, requirements, and candidate specifications in the recruitment process.

From the above figure, it shows whether company OQ clearly defines the job objectives, requirements, and specifications of the candidate in the recruitment process. Where the highest percentage of employee respondents, 54.9%, disagree that the company sets job requirements for the candidate before applying for a job, while the lowest percentage of respondents 3.9% strongly disagree that the company clarifies the job requirements for the candidate. It seems that the company does not explain these basics to the applicants from the objectives of the job and its desire for employment, which led to the employees' disapproval of that. Determining job requirements for candidates, in general, gives individuals an overview of the work and the goals of the company they wish to achieve, and from which individuals seek to find appropriate goals to apply for that job (Santos et al, 2017).

3- Does HR provide an adequate pool of quality applicants?

Figure 4.19: does HR provide an adequate



pool of quality applicants.

According to the above figure, the highest percentage of employees' responses is 37.3%. They are neutral on the human resources department, which provides a sufficient group of quality applicants. As for the lowest percentage of employees' responses, 5.9% strongly agree. The quality of employees increases the effectiveness and growth of the company, as it enhances the spirit of work because it supports talent. Some difficulties may arise when selecting a quality applicant because it is sometimes difficult to find sufficient information about the applicant. But slowing down and finding that applicant is better than making a quick selection, and the selection may be wrong (Rosario et al, 2019).

4- Does any of the shortlisted candidates receive assistance from any member of the interview panel?

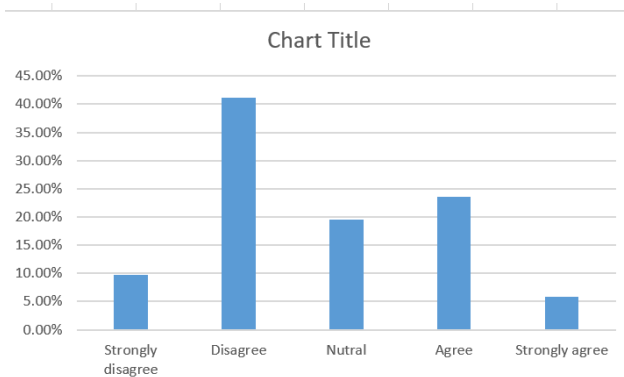


Figure 4.25: does any of the shortlisted candidates receive assistance from any member of the interview panel.

Discrimination between applicants is not good for the company and its reputation. The above figure shows whether the company assists some individuals in the interview. Most of the respondents were not agreeing with some candidates receiving assistance from members of the interview committee, at a rate of 41.2%. As for the lowest percentage, 5.9% strongly agree that some of the applicants have assistance in the interview. Through the analysis, the company is based on the basics of recruitment correctly, but there is a small percentage that may be true that some get

help and bias in hiring. The problem these days in many companies is (discrimination) between applicants and hiring individuals because of their relations with those who have a rank in the company, which leads the company to lose quality employment or individuals with better experiences (Newton et al, 2014).

### Conclusion.

This project focused on evaluating the recruitment system and selection tools in the OQ Company. Through research, the company may be able to understand and study the problem and improve the management of recruitment and selection in it. The researcher concluded the main problem in the recruitment system and selection tools, as does not lie only in the OQ company, but in most companies at this time (bias and the large diversity of employees), and it may affect the unemployed youth.

The first chapter deals with the study and research background that the researcher wishes to reach through the recruitment system and selection tools in OQ Company. Then the research problem, the researcher found curiosity in delving into the subject of employment and selection to study. Followed by the four research objectives,



aim, and four research questions. As for the scope of the research, the researcher singled out OQ Grand Mall in Al Khuwair and targeted the human resources department, the marketing department, and the accounting department for the questionnaire, and the information collected by the researcher. Then significant study, targets students, employees, and researchers. As for the limitations of the research, including time, credibility, the response from the company, and the target number of the questionnaire. Then the operational definition of terms and search structure for each chapter.

The second chapter focused on the literature review discussing the same research topic, recruitment system, and the tools of choice. Where there were 6 topics, the definition of recruitment and selection, the importance of having diversity in the company, fairness in recruitment and selection, attracting and engaging the best talent and quality in recruitment and selection, and finally recruitment and selection methods. Where the researcher summarized the literature that corresponds to and does not agree with the researcher's opinion.

The third chapter contributed to defining the research methodology used by the

researcher in the project to make the research clear to all readers. The researcher determined the research design using exploratory research, as well as quantitative and qualitative data, and primary and secondary data for research. Then the population of the study, where the researcher identified at least 80 employees of the company. The researcher also used sampling by taking potential samples, as the researcher relied on stratified randomness to divide the population. Also discussed, are the analysis technique and ethics for research.

The fourth chapter analyzes the questionnaire that was answered by the company's employees. It turns out that the company is having some problems with recruitment and selection, which the company is likely to focus on. However, the questionnaire showed employees' satisfaction with the company's policy in recruitment and selection.

The researcher achieved coverage of all the objectives and research questions that the researcher wanted to obtain.

### **Recommendations.**

OQ Oman needs diversity in employment in terms of the advantages that the application relates to. Where it is not only limited to the university cumulative average only, but rather suits the personality of the applicant with the job, as experience and skill can be changed through the provision of training, but the personality of the individual cannot be changed. Today's youth enjoy a lively spirit that contributes to learning and development for the growth of the nation. The more the company focuses on personal vitality more than the average, the more capabilities and love for work become, and it also contributes to increasing customer satisfaction in terms of ending their transactions tactfully.

In addition, OQ Company needs to enhance communication with applicants or anyone on the inquiries raised, as it faces the problem of responding to people. It is possible for the company to offer a job to an individual who specializes in social networking sites, who interacts with the surrounding community regarding the company, and responds to the inquiries raised. Individuals need to communicate to know more about whether they have accepted the job or if the company provides training and some related questions.

Furthermore, it is important that the company not only focuses on internal recruitment and youth employment but also noexternal recruitment is important and familiar with external cultural experiences and diversity. That is, it is possible to employ an individual in each department with external expertise, for example in the Oman Amouage Company, the managers are foreigners with a wide and varied cultural experience.

Finally, the company needs to not focus only on the country's economy. Where it should focus on today's youth and the unemployed because of the pandemic and what happened. Many are unable to work and provide for themselves and their families. Where the company is likely to provide jobs for young people that suit them with a salary commensurate with living. It is also possible to provide training that includes a salary for the trainees, such as some international companies around the world that offer training with the addition of salary, for example, Apparel Oman Company.

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